Election official (ordinary issuing officer)

The election official (ordinary issuing officer) (OIO) reports to the voting centre manager. This role assists in the conduct of the election at a voting centre according to the procedures set out in the *Election official manual.* The OIO must display excellent customer service skills to all voters.

Duties

- read the *Election official manual*
- complete all training - this includes an online component
- arrive at the voting centre and be ready to start work at 7:30 am on election day
- assist with the set-up of the voting centre between 7:30 am and 8 am on election day
- answer general questions from voters
- deal with all voters in a fair, friendly, and helpful manner and assist any voters with special needs
- keep the voting centre tidy and always maintain security for election material
- mark the scannable roll correctly and correctly issue ballot papers to voters
- complete and sign all required documentation
- assist voters to complete *Voter Information Report M480* (Local Government elections) or *Elector Information Report P1081* (Parliamentary elections).
- assist in the scrutiny and counting of ballot papers, as directed
- assist with the packaging of ballot papers and materials, for return to the election office
- remain in the voting centre until all duties are completed which may be around 10 pm
- any other duties, as directed.

OIO's may be rotated through various duties on election day including:

Guarding the ballot box:

- ensure that all completed ballot papers are placed in the correct ballot box
- direct voters to the ballot box then to the correct exit
- ensure the security of the ballot box, always, and never leave the ballot box unattended.

Managing and controlling the queues:

- greet voters
- ensure that voters wait in an orderly queue
- direct ordinary voter to the next available issuing point, establishing mini queues at each issuing point
- direct declaration voters to the declaration table when a vacancy occurs
- identify voters who require assistance and help them as required